POSITION DESCRIPTION

POSITION TITLE

Urgent Care Services – Registered Nurse

Permanent part-time

POSITION PURPOSE

The Urgent Care Service (UCS) provides urgent primary health care to enrolled patients from the Marlborough district, and to visitors to the Marlborough region on a casual basis.

The Registered Nurse provides primary nursing care and supports patient interventions and treatment within UCS. As part of the practice team he/she will work within his/her scope of practice and be responsible for providing patient-centred, holistic and culturally appropriate care for patients. The Registered Nurse works closely with the doctors and other team members to provide efficient, effective, professional nursing services. Patients should feel that their health needs have been met in a friendly, courteous manner and that all that can be done for them, has been done. “Going the extra mile” is our philosophy.

TREATY OF WAITANGI

Marlborough Urgent Care Services is committed to its obligations under the Treaty of Waitangi. As an employee, you are required to give effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection.

KEY TASKS & PERFORMANCE OUTCOMES

<table>
<thead>
<tr>
<th>Performance Indicators</th>
<th>PERFORMANCE OUTCOMES:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Nursing Services</strong></td>
<td>Provide Primary Care Nursing Services as follows:</td>
</tr>
<tr>
<td></td>
<td>• Work independently within scope of practice and consistent with UCS protocols and standing orders.</td>
</tr>
<tr>
<td></td>
<td>• Assess urgency and severity of presenting problems through nursing assessment / triage and take appropriate actions to resuscitate, stabilise and refer patients to the on duty medical practitioner if indicated. Triage assessment can be via telephone or 1:1 consultation with patient.</td>
</tr>
<tr>
<td></td>
<td>• Initiate and provide on-going nursing support for patients and whanau.</td>
</tr>
<tr>
<td></td>
<td>• Follow-up of patient test results and communication with patients where appropriate.</td>
</tr>
<tr>
<td></td>
<td>• Carry out appropriate clinical interventions and procedures based on scope of practice, including but not limited to nurse-led interventions and care, advice, referral to appropriate agencies and provision of patient / whanau education and information.</td>
</tr>
<tr>
<td></td>
<td>• Maintain quality control of sterilisation and clean technique</td>
</tr>
<tr>
<td></td>
<td>• Set-up and assist with minor clinical procedures.</td>
</tr>
<tr>
<td></td>
<td>• Assist doctor with any medical procedures as indicated.</td>
</tr>
<tr>
<td></td>
<td>• Provide health screening if and when required.</td>
</tr>
</tbody>
</table>
**Maintain and Improve Health**

Provide timely clinical and culturally appropriate health services through:

- On-going well-health education and advice, to improve health and prevent disease.
- Education to assist people to reduce or change risk taking behaviours and harmful lifestyles e.g. smoking cessation, AOD and obesity.
- Family planning services, provision of contraceptive advice and sexual health services.
- Delivery of immunisation programmes.
- Working with public health providers in the prevention and control of communicable diseases through identification and reporting and support for individuals and families/whanau.
- Health promotion that is aligned to public health programmes at a national, regional, local and practice level.

**Co-ordinate Care**

This is undertaken by:

- Co-ordinating care with the medical practitioner on duty to maximise positive outcomes.
- Ensure appropriate handover and exchange information with other UCS staff e.g. at end of shift.
- Arrange appropriate follow up assessment, treatment and/or referral.
- Work with the UCS team to ensure appropriate and timely liaison with patients’ regular general practitioner and other health providers.
- Recognise and contribute to the special nature of urgent care services in a seven day a week model.
- Develop collaborative working relationships with community health services, PHO, DHB and non-Government public health providers, ACC and relevant non-health agencies.
- Advocate on behalf of patients with external agencies to find solutions to client’s medical/ emotional and social problems.
- Recognise self-limitations and professional boundaries and responsibility to make referrals to facilitate coordinated care.

**Core Clinical Skill Set**

Undertake physical assessment and nursing interventions, which include but are not limited to:

- Temp /BP /Height/ weight/ BMI
- Diabetes assessment and lifestyle education
- Urinalysis/Pregnancy testing
- Respiratory assessment and education
- ECG
- Aural assessment, Ear syringing and Tympanometry
- Visual acuity/ colour vision assessment
- Wound care assessment, intervention and care planning
- Administering medication
- Immunisations (scheduled and prescribed)
- Assisting with minor procedures
- Collection and management of specimens for lab tests
- Complete ACC forms for nursing interventions.
- Telephone and waiting room triage.
**Advanced Clinical Skill Set**
(Nursing staff will work towards gaining the advanced clinical skill set in consultation with the Clinical Nurse Leader and Practice Manager)

- Well child assessments including care and protection
- Use of a Practice Management System (PMS) to document all nursing assessment and interventions
- And any other procedures under the supervision of the doctor that is within their scope of practice
- CORE 5
- Triage Assessment using Australasian Standards
- STI testing
- Casting
- Wound management and suturing
- Phlebotomy and Intravenous therapy including cannulation
- And any other procedures under the supervision of the doctor that is within their scope of practice

**Financial**

<table>
<thead>
<tr>
<th>Invoicing</th>
<th>Ensure all patient services undertaken are invoiced in accordance with appropriate protocols.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliance</td>
<td>Ensure claims made to funding agencies comply with all requirements.</td>
</tr>
<tr>
<td>Other</td>
<td>Assist with provision of information for practice reporting requirements, as requested.</td>
</tr>
</tbody>
</table>

**Practice Supplies & Maintenance**

| Consumables/Equipment | Maintain adequate levels of consumables and equipment in all treatment and consulting rooms, ensuring items are within their expiry date with the support of the Health Care Assistant.  
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ensure emergency equipment is fully operational always.</td>
</tr>
</tbody>
</table>
| Medication Management | Maintain medication supplies for the practice with the support of the Healthcare Assistant.  
|                       | Ensure medicines are stored safely and as specified in the Medicines Act (1981)               |
| Controlled Drug Register | Maintain the Controlled Drug Register as per the Medicines Act (1981).                   |
| Clinical Maintenance  | Maintain Cold Chain accreditation  
|                       | Maintain infection control including sharps disposal, cleaning, disinfection and sterilisation  
|                       | Ensure all equipment is validated, calibrated or credentialed for use                         |

**IT System/Reception**

<table>
<thead>
<tr>
<th>Accuracy of information</th>
<th>Ensure all information entered in the PMS system is accurate, appropriate and in accordance with agreed protocols.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reception</td>
<td>Assist the receptionist with assessment of urgency of calls/appointments/referrals</td>
</tr>
<tr>
<td>Computer</td>
<td>Ensure proficiency in data entry and correction/word processing/back-up and printout/statistic gathering for computer analysis</td>
</tr>
</tbody>
</table>

**Communication**

<table>
<thead>
<tr>
<th>External</th>
<th>Develop and maintain professional liaison with other health professionals.</th>
</tr>
</thead>
</table>

Registered Nurse JD  
June 2017
<table>
<thead>
<tr>
<th>Registered Nurse JD</th>
<th>June 2017</th>
</tr>
</thead>
</table>

- Support patients through the healthcare experience by relating in a professional manner and communicating effectively.

| Internal | • Ensure appropriate staff are informed regarding patient care issues / concerns  
|          | • Ensure the Practice Manager is informed of issues / concerns or suggestions for improvement regarding the smooth operation of the practice  
|          | • Attend staff and team meetings as requested. |

| Staff Problems or Issues | • Ensure all staff problems or issues are referred to the Practice Manager in the first instance. |

<table>
<thead>
<tr>
<th>Quality</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical Notes</td>
<td>• All patient consultations must be accurately recorded in the clinical patient notes within 24 hours of seeing the patient.</td>
</tr>
</tbody>
</table>

| Professional Development | • Undertake responsibility for own professional nursing development.  
|                          | • Ensure Continuing Professional Development meets the minimum requirements set by the NZ Nursing Council.  
|                          | • Ensure Professional Development is overseen by Clinical Nurse Leader.  
|                          | • Ensure all applications for Continuing Professional Development are signed off by the Clinical Nurse Leader and directed through the Practice Manager.  
|                          | • Ensure all professional development is recorded on the UCS staff training records. |

| Peer Review and Supervision | • Attend Peer Review meetings regularly in accordance with the guidelines of the NZ Nursing Council. |

| New Zealand Urgent Care 2015 Accreditation | • Participate in practice activities that assist UCS to achieve and maintain NZUCS within 12 months.  
|                                            | • Ensure NZUCS standards are applied to all processes both clinical and operational within the practice.  
|                                            | • Participate in UCS quality assurance and audit practices. |

| PHO System Level Measures Programme | • Assist the practice team to meet the targets of the SLM, identifying quality improvements to enable targets to be met. |

<table>
<thead>
<tr>
<th>Compliance</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Code of Health and Disability Services Consumers’ Rights</td>
<td>• Ensure all complaints or issues are referred to the Complaints Officer in the first instance.</td>
</tr>
</tbody>
</table>

| Health Information Privacy Code (HIPC) | • Ensure confidentiality and privacy of patients is maintained in accordance with HIPC, or if not available are handled as per the Complaints Policy. |

| Health & Safety at Work Act 2015 | • Comply with UCS health and safety policies with regard to handling of instruments, infection control, storage of drugs and disposal of sharps and other potentially dangerous equipment and substances.  
|                                   | • Participate in staff immunisation programme for seasonal influenza and any other immunisation programmes that are offered in practice as part of the H&S programme for vaccine-preventable diseases. |

| Other | • Perform any other duties and tasks, as requested by the Practice Manager, to maintain the smooth and effective service of the practice. |
### Reports to:
- Practice Manager (day-to-day)
- Clinical Nurse Leader (clinically)

### Internal Relationships:
- General Practitioners of Marlborough
- Registered Nurse team
- Receptionist/Administrative team
- MPH
- Reception and Administration staff
- UCS medical practitioners
- Nurses
- Other health professionals

### External Relationships:
- General Practice in Marlborough
- Nelson Marlborough Health
- Wairau Hospital
- Community Pharmacies
- Te Piki Oranga
- Pacific Island Trust
- Migrant Centre
- Health Insurance Companies
- Regional Seasonal Employees

### EXPERIENCE / SKILLS / QUALIFICATIONS
- Registered General and Obstetrical or Comprehensive Nurse or Registered General Nurse under the Nurse Act of 1977
- Current Practicing Certificate
- Current CPR certification
- Professional indemnity insurance cover
- Authorised Independent Vaccinator approved by Medical Officer of Health is essential
- Accredited Cervical Smear taker status is desirable
- Family Planning Certificate is desirable
- Experience in urgent care service and or extended general practice is desirable
- Awareness, knowledge and implementation of:
  - The Nurses Act 1977
  - Accident Compensation and Insurance Act 1977
  - Code of Ethics NZNO
  - Contraception, Sterilisation and Abortion Act 1977

### COMPETENCY PROFILE
- Proven ability to deliver high quality nursing services
- Excellent interpersonal skills and proven ability to create effective working relationships
- Ability to lead a project and achieve goals
- Demonstrates evidence of commitment to service development and delivery of innovative strategies for primary healthcare, accident and emergency care and patient outcomes
- Demonstrates commitment to career development with evidence of continual professional development, including evidence of developing professional competence and responsibility and maintenance of professional standards
- Demonstrates effective time management with proven ability to efficiently plan and organise workload to meet service needs.
- Demonstrates evidence of effective interpersonal skills including negotiation skills, conflict management, team effectiveness, and problem solving and change management.
- Demonstrates knowledge of quality improvement initiatives including clinical audit review
- Demonstrates knowledge of clinical governance principles
- Demonstrates knowledge of information and communication technology, including Microsoft Office and Practice Management Systems.

<table>
<thead>
<tr>
<th>Signed by Employee:</th>
<th>Signed for and on behalf of the Employer:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td>Name:</td>
</tr>
<tr>
<td>Signature:</td>
<td>Signature:</td>
</tr>
<tr>
<td>Date:</td>
<td>Date:</td>
</tr>
</tbody>
</table>